

**Exhibit B-1**  
**Janitorial Specifications**  
**Palmer State Office Building**

**I. Scope**

**A. Coverage**

The Sub-contractor shall perform the following specified services through the entire premises, including, but not limited to, all office space, lobbies, corridors, sidewalks, plaza areas, stairways, fire towers, lavatories, passageways, service and utility areas, elevator cabs, tenant's lunch areas and restrooms, if Landlord is obliged to maintain such areas. Building mechanical areas are included at the discretion of owner/management.

**B. Quality**

The intent of this specification is that the sub-contractor will provide cleaning service customarily provided in first class office buildings, whether such services are included in the specifications or are special services requested by the Owner/Contractor or tenant of the Owner/Contractor. Owner/Contractor is to be sole judge of said quality and required frequency of services to be provided herewith.

**II. General**

**A. Schedule**

1. Nightly Services - All nightly services shall be performed Five (5) nights per week, Sunday through Thursday. No nightly services (except make up work required) need be performed Friday, Saturday or legal Holidays, unless directed by Owner/Contractor. Nightly cleaning will begin after 5:30 p.m.

**B. Supervision**

Sub-contractor shall employ competent supervisory personnel and place a qualified foreman in the building who will be capable of and will provide, all reports required by Owner/Contractor. Sub-contractor will provide easy access to the Owner/Contractor 24 hours a day so that the Owner/Contractor may review ongoing work or provide special instructions.

### **C. Personnel**

1. Sub-contractor shall employ on the premises only persons skilled and properly trained in the work assigned to them. Sub-contractor shall promptly furnish substitute qualified persons for any employees that, in the opinion of the Contractor, are unsatisfactory. All Sub-contractor Personnel are to be bonded, and Sub-contractor shall pay wages, payroll, taxes and insurance and all payments required.
2. Janitorial Staff assigned to the property shall have tested and passed a qualified drug test. Results are to be sent directly to Building Management upon assignment to the building.
3. Janitorial Staff assigned to the property shall have a criminal background check as outlined in Exhibit "F", completed for his/her last five years of residency. Results are to be sent directly to Building Management upon assignment to building.
4. Janitorial Staff are not permitted to use any of Tenant's fixtures, furniture or equipment. Any violations will result in immediate dismissal from building.
5. All breaks and lunches are to be held only in the designated "Janitorial Room" provided on site.
6. Contractor shall take necessary means to minimize rate of turnover in janitorial staff assigned to building.

### **D. Uniforms and Equipment**

Sub-contractor shall furnish proper uniforms, cleaning implements and machinery for the satisfactory performance of all services (Contractor will provide the consumables – see section I.) All Sub-contractor personnel shall be properly uniformed and display identification of contractor at all times. Contractor shall have the right to select / approve uniforms worn by personnel in the building. Personnel shall have, at least, three uniform changes per week.

### **E. Storage**

1. Contractor shall provide sub-contractor with space on the premises for storage of cleaning materials, equipment and machinery.

### **F. Rules**

1. Sub-contractor shall at all times maintain good order among its employees and shall insure compliance with building rules and regulations, copies of which will be provided by the Contractor from time to time.

## **G. Security**

1. While cleaning the tenant areas, Sub-contractor's personnel will not admit anyone into the suite, except authorized Sub-contractor, Contractor or authorized tenant personnel. On completion of nightly duties, all lights will be turned off, doors locked **and dead bolted** and offices left in neat and orderly condition. The Contractor or designated supervisor will be promptly notified of any irregularities.
2. Janitorial staff will be required to sign in and out at the Security station in main lobby. Janitorial staff is required to place all personal possessions such as coats and backpacks (excluding lunches) in locked cabinet in shipping and receiving area. Security personnel will be solely responsible for locking and unlocking cabinet.

## **H. Inspections / Meetings**

1. Sub-contractor's Management staff shall be available once a week at the start of the contract to perform inspections of janitorial cleaning performance. Once the contract is in place the inspection schedule frequency will be determined by the building manager. Management staff will be responsible for identifying any areas of concern to building's lead foreman.
2. Sub-contractor's management staff and lead foreman will be made available to meet with Contractor for a scheduled building staff meeting if required or requested.

## **I. Supplies**

1. **Sub-contractor** will inventory and **Contractor** will supply building's required stock of miscellaneous supplies; paper towels, toilet paper, hand soap, etc., Contractor will not supply any cleaning products or equipments.

## **III. Exterior Patios & Walks**

### **A. Requirements**

1. Policing – at least once each shift Sub-contractor will police all building entrances picking up cigarette butts, papers, and any other debris. They shall sweep up standing water, eliminating slippery spots on the walkway and leaving the area in a neat and orderly condition.

#### **IV. Main Lobby**

##### **A. Nightly**

1. Carpeted floors – All carpeted floors, **including arctic entryway**, will be vacuumed nightly with an approved beater bar brush system. Vacuuming in this area includes nightly edging along baseboards. All furniture and fixtures are to be replaced in their original position when vacuuming is finished. Carpet will be spot cleaned as necessary.
2. Uncarpeted floors – Hard surfaced floors are to be dust mopped, using a treated mop to remove all loose grit and dirt, then wet mopped with clear water and dried. All mop marks and water splashes will be removed from walls and base boards.
3. Walls & Doors – All walls, doors and jambs will be spot cleaned to remove all finger marks, smudges and spills.
4. Lobby Glass – All glass windows, doors and directory board glass will be wiped clean, using an approved glass cleaner, and all glass will be left in a bright condition free of streaks and dust.
5. Miscellaneous Metal Work – All metalwork, such as mailboxes, trash receptacles, door hardware and frames, metal lettering, **flag bases**, etc. will be wiped clean and polished and left in a bright condition, free of all dust and streaks.
6. Dusting – All horizontal surfaces, ledges and high dusting, including furniture are to be dusted nightly, using treated dust cloths. No feather dusters will be allowed.
7. Directories - Clean and polish all surfaces with an approved cleaner and polish.

##### **B. Weekly**

1. Carpeted Floors – Carpeted Floors, **including arctic entryway**, are to be vacuumed, using pile lifter to remove all embedded dirt and grit. This operation will include the same edging and detailing required for nightly vacuuming.
2. Uncarpeted Floors – All hard surfaced floors will be machine buffed, using an electric rotary buffing machine to obtain maximum shine. New non-skid or approved floor finish wax will be added as necessary, upon Owner/Contractor approval.

##### **C. Monthly**

1. Uncarpeted Floors – All hard surfaced floors are to be completely stripped down to the bare surface, totally free of any wax, sealer or any other finish. After stripping, the floor will be re-waxed and polished. On completion of re-waxing, all wax, water and other marks will be

removed from walls, baseboards, doors, furniture and adjoining carpeted areas. Wax to be applied to only surfaces designated by Owner/Contractor.

2. Carpeted Floors – All carpeted floors, including arctic entry, will be shampooed to remove any spots, stains and other spills and be left in a uniformly clean condition. Any spots not removable by normal shampooing will be steam cleaned and reported to the Owner/Contractor. All shampooing and steam cleaning to be completed by 1:00 a.m.
3. Walls – All walls are to be vacuumed and groomed, leaving no streaks, smudges, dust or stains. Walls shall have a uniformly bright and clean appearance when completed. Such cleaning, as necessary, will be performed annually. All wood walls, doors and frames will be thoroughly washed as needed with clear water and wiped clean and dry. All nicks and scratches beyond routine touch up will be reported to building management for repair. All wood surfaces will then be oiled with approved finish and wiped dry. When completed, the surfaces shall have a uniform, clean appearance.
4. Air diffusers and light fixtures – All Air diffusers and light fixtures will be thoroughly washed and wiped cleaned. Light fixtures will be washed as necessary.

## **V. Public Areas**

### **A. Nightly**

1. Carpeted floors – all carpeted floors are to be vacuumed and edged with a small broom or edging tool, moving furniture and accessories. Baseboards will be wiped clean with a treated dust cloth after vacuuming. Carpets and baseboards will be spot cleaned as necessary.
2. Walls – All walls will be spot cleaned to remove any hand marks, stains, spills or smudges using only clean water or a mild detergent when needed. When soap or cleanser is used, the wall will be rinsed with clear water and dried. No abrasive cleaner is to be used.
3. Doors & Jambs- All doors and jambs will be spot cleaned to remove any hand marks, spots, smudges, stains or spills, use only clean water or a mild detergent as necessary.
4. Uncarpeted floors – All hard surfaced floors are to be mopped with a treated dust mop and spray buffed as needed to insure a uniformly bright appearance, with particular attention to edges, corners and behind doors. All spills and stains will be removed with a damp cloth or mop. Baseboards will be wiped down with a treated cloth

5. Glass doors and partitions – All glass doors and partitions including any directory glass, will be spot cleaned to remove fingerprints, smudges and stains and will be left in a uniformly clean condition.
6. Miscellaneous metal work – All Metal work, such as mail chutes, door hardware, frames, metal lettering and other metal accessories will be wiped clean and polished, left free of all streaks and dust.
7. Elevator Doors and Saddles – Doors and frames will be wiped down and polished removing all dust, marks and stains. Elevator Saddles will be wiped clean and all dirt and debris removed from door tracks.
8. Exterior Cigarette Urns – clean all cigarette urns, removing all butts and debris. Polish and replace sand as necessary.
9. Dusting – Dust all furniture, accessories, ledges, all other horizontal surfaces and high areas not to be limited to all ledges, charts, picture frames, using a treated dust cloth. No feather dusters will be allowed.
10. Furniture and Miscellaneous – All furniture is to be wiped using a treated dust cloth, pay particular attention to legs and surfaces near floor. Vinyl or leather to be dusted and wiped down and spot cleaned as necessary-cloth to be vacuumed as necessary.
11. Building Break Rooms – Clean inside and outside of microwaves, refrigerator handles and exteriors, outside of kitchen cabinets, kitchen counters, sinks and break room tables nightly. Janitorial Staff shall discard any food and /or beverages not properly stored.

#### **B. Weekly**

1. Uncarpeted Floors – All hard surfaced floors will be wet mopped, dried and spray buffed. All wax marks will be removed from baseboards. Floors and baseboards are to be left in a uniformly bright and clean condition.
2. Carpeted Floors – All carpeted floors will be vacuumed, using an approved beater bar brush system, to remove all embedded dirt and grit and restore pile to a uniformly upright condition.
3. Glass partitions and doors – All interior glass (excluding perimeter windows) will be thoroughly cleaned and left in a uniformly bright and clean condition.
4. Building Break Rooms – Clean inside areas of break room cabinets.

#### **C. Monthly**

1. Uncarpeted Floors – All hard surfaced floors are to be stripped, removing all wax and other coatings, down to the bare, clean and dry floor surface, removing any marks or stains. Floors will then be refinished and polished, and left in a uniformly bright and clean condition. All wax spills and splashes will be completely removed from baseboards, walls, doors and tracks.

2. Carpeted Floors – All carpeted floors will be shampooed or steam cleaned monthly or at the Owner's discretion to remove all dirt and stains. All furniture and accessories will be moved so that when completed, the carpet will have a uniformly clean appearance.
3. Air diffusers and light fixtures – All Air diffusers and light fixtures will be thoroughly washed and wiped cleaned. Light fixtures will be washed as necessary.
4. Building Break Rooms – Clean inside of building break room refrigerators on a monthly basis. Procedure and schedule will be coordinated with the building manager.

## **VI. Elevator**

### **A. Nightly**

1. Carpets- Elevator carpet will be vacuumed and spot cleaned nightly, using particular care to clean in corners and around edges.
2. Saddles- Saddles and door tracks will be wiped clean, removing all dirt and stains and all dirt and debris removed from tracks. Saddles and tracks will be left in a uniformly bright, clean condition.
3. Walls and metal work – all marks, streaks and smudges will be removed and all walls and doors will be wiped down and polished to a uniformly clean and bright appearance, including edges, jambs and ceiling grills.

### **B. Monthly**

1. Carpets – elevator carpet will be steam cleaned or dry-cleaned as often as necessary to maintain an even appearance, but not less than once a month.
2. Dusting – Ceiling grills and light lenses will be removed, dusted, wiped clean and reinstalled. All high dusting will be done at this time.

## **VII. Restrooms**

### **A. Nightly**

1. Floors & Tiles – Floors will be swept clean and wet mopped, using a germicidal detergent approved by Contractor. The floors will then be mopped dry and all water marks and stains wiped from walls and metal partition bases.
2. Metal Fixtures – Wash and Polish all mirrors, powder shelves, bright work (including exposed pipe below basins), towel dispensers, receptacles and any other metal accessories. Mirrors will be cleaned and polished. Sub-contractor will use only non-abrasive, non-acidic cleaning solutions to avoid damage to metal fixtures.

3. Ceramic Fixtures – Scour, wash with Contractor approved germicidal solution. Include tile walls near urinals. Special care must be taken to inspect and clean areas of difficult access such as under the bowl rings and urinals to prevent build up of calcium and iron oxide deposits. Wash both sides of all toilet seats with germicidal solution and wipe dry. Toilet seats to be left in upright position.
4. Walls & Partitions – Damp wipe all metal toilet partitions and tiled walls, using an Contractor approved germicidal solution. All surfaces are to be wiped dry so that all wipe marks are removed and leaving a uniformly bright and clean appearance. Dust the top of all partitions, ledges and mirror tops.
5. General – It is the intention of these specifications to keep lavatories thoroughly clean and to not use disinfectant to mask odors. Odorless disinfectants shall be used. Remove all waste paper and refuse, including soiled sanitary napkins, to designated area in the building and dispose of same at Sub-contractor's expense. All waste paper and sanitary napkin receptacles are to be thoroughly cleaned and washed and new liners installed. Fill toilet tissue holders, seat cover containers, soap and hand lotion dispensers, towel dispensers, Kleenex dispensers and maintain operation of same. Materials are to be furnished by Contractor. **The filling of such dispensers to be in quantity as to last the entire business day**, whenever possible. Toilet paper rolls of less than half use will be replaced nightly. Half rolls will be bagged and stored for pick-up by Contractor's charity.

#### **B. Weekly**

1. Floors – all restroom floors will be machine scrubbed using a germicidal solution, detergent and water. After scrubbing, floors will be rinsed with clear water and dried. All watermarks will be removed from walls, partitions and fixtures. If directed by Contractor, an approved floor finish will be applied and buffed.
2. Floor Drains – Clean, disinfect and fill with water at least weekly.

#### **C. Monthly**

Light fixtures and ceiling grills – Remove light lenses and ceiling grills where possible. Wash thoroughly, dry and replace.



## **VIII. Tenant Suites**

### **A. Nightly**

1. Carpeted floors – All carpeted floors will be vacuumed daily with an approved beater bar brush system, moving all light furniture such as chairs. All furniture will be replaced in its original position. Vacuum under all desks and large furniture wherever possible. Edge with small broom or other edging tool; with particular attention to corners, behind doors and around furniture legs and bases. Baseboards will be wiped with a treated cloth. Carpets will be spot cleaned as necessary.
2. Uncarpeted floors- Moving all light furniture, all hard surfaced floors will be dust mopped nightly using a treated mop. All furniture will be replaced into its original position. Mop under all desks and large furniture where possible. Spot clean where necessary to remove spills and smudges and spray buff where necessary.
3. Dusting – Using a treated dust cloth, wipe all furniture tops, legs and sides. Wipe clean telephone, moving lamps, ashtrays and other accessories. Dust wipe all horizontal surfaces, including window ledges, wainscot, baseboards, moldings and sills on glass partitions, ceiling air diffuser grills, etc. No feather dusters will be allowed.  
**Papers, etc., left on desk tops will not be moved.**
4. Furniture and accessories – Spot clean all furniture, file cabinets, telephones and accessories to remove streaks, stains, spills and finger marks. Wash dry erase boards and ledges. Empty all wastebaskets and replace liners where necessary. Liners to be provided by Contractor.
5. Doors and Walls – All doors, jambs, walls, window mullions and glass partitions will be spot cleaned to remove streaks, smudges, fingerprints, spills and stains. Pay particular attention to walls around switch plates and doorjambes and to doors around doorknobs and opening edges.
6. Trash Removal – All trash receptacles shall be emptied and all other debris will be removed from the premises and deposited in the trash bin.
7. Furniture – Wipe with treated dust cloth all chair legs and rungs, furniture legs and other areas of furniture and accessories not dusted during nightly dusting. No feather dusters will be allowed.
8. Glass Partitions and doors – All glass doors and partitions will be thoroughly washed, dried and polished, leaving a uniformly clean, bright condition. All water marks and stains will be wiped from adjoining surfaces.

**B. Weekly**

Uncarpeted floors – All hard surfaced floors will be spray buffed with an electric rotary buffing machine as necessary. All wax marks will be removed from baseboards, doors and frames.

**C. Monthly**

1. Carpeted floors – All carpeted floors will be vacuumed, using an approved beater bar brush system, to restore pile to its original upright condition and to remove all embedded dirt and grit. Heavy traffic areas may require pile lifting more often to maintain presentable condition of carpet.
2. Uncarpeted Floors – All hard-surfaced floors will be completely stripped, removing all finish down to clean, bare floor. After the floors have been mopped and rinsed, they will be refinished and machine polished to a uniformly bright and clean appearance. All wax spills and splashes will be removed from baseboards, doorjams and walls.

**D. Annually**

1. Carpeted floors will be steam cleaned or shampooed to remove all dirt and stains. All furniture and accessories will be moved so that when completed the carpet will have a uniformly clean appearance. Destaticizing as required by Contractor. Cleaning methods shall meet carpet manufacturer recommendations. If questions arise concerning proper cleaning methods, Contractor will provide instructions on proper cleaning techniques.
2. Air diffusers and light fixtures – All Air diffusers and light fixtures will be thoroughly washed and wiped cleaned.

**IX. Janitor's Closet & Storage Rooms**

All janitors' closets, mop sinks, storage rooms, restrooms, lunch rooms and work areas provided by Contractor for Sub-contractor personnel will be kept in a neat, clean and orderly condition at all times. Mop sinks and the area immediately adjacent will be thoroughly cleaned after each use. Before leaving the premises each night, all of the service areas will be dusted and where necessary, dust mopped and spot cleaned. Tile floors will be stripped and waxed as necessary, but not less than every sixty days. Concrete floors will be initially sealed, dust mopped nightly and wet mopped monthly. All doors and walls will be spot cleaned nightly.

**X. Stairwells**

**A. Daily**

1. All uncarpeted stairs and landings will be swept with a treated dust mop daily and spot cleaned as necessary to remove all spills, stains and litter. Carpeted stairs will be thoroughly vacuumed nightly.
2. Spot Cleaning – All doors, jambs and walls will be spot cleaned daily to remove all fingerprints, smudges and stains.
3. Dusting- All risers, handrails, stringers, baseboards, light fixtures and all horizontal ledges, etc. will be wiped with a treated dust cloth.

**XI. Trash Removal**

Sub-contractor agrees to remove all rubbish from the building, including rubbish of tenants' occupancy. All rubbish shall be deposited in the trash receptacle, provided by Contractor, located at the rear of the building. All rubbish is to be picked up daily, Sunday through Thursday, prior to 5 a.m. Trash Runs will be coordinated with building security and made at a designated time each evening. The dumpster is to be pad locked when not in use and security personnel is responsible for the key.

**XII. Window Coverings**

Sub-contractor shall dust all window coverings 1 time per year with an approved treated dust cloth (or wool duster upon Contractor's approval).

**XIII. Special Areas**

**Private Restrooms, Kitchens, Lunch Rooms and Computer Rooms –**

Cleaning of these areas is included as a part of these specifications insofar as the Contractor is required to maintain such areas. Sub-contractor is required to provide Tenant's Specified cleaning materials to complete required tasks. In the event the Tenant is to pay for services in these areas, Contractor shall assist Sub-contractor in soliciting such services.

**XIV. Window Cleaning**

1. Ground floor windows – Clean all exterior windows, outside surfaces only four (4) times per year. Leave exterior areas in a clean and orderly manner. Any damage to the landscaping will be the responsibility of the Sub-contractor.

2. Main Entrance, Lobby and back entrance. Clean all exterior and Interior surfaces four (4) times per year.
3. All Interior Surfaces of Exterior Windows (except Main entrance, Lobby and Back Entrance) – Clean all interior surfaces in all spaces one (1) time per year. Scheduling to be done through coordination with building management at least two weeks prior to cleaning. The work is to be done on Weekends and/or before or after normal work hours. These windows will not be cleaned during normal business hours unless requested by tenant for security purposes.
4. Owner reserves the right to adjust the number of cleanings as needed.

#### **XV. Standards**

**The following Standards shall be used in evaluating custodial services:**

##### **Dusting**

A properly dusted surface is free of all dirt and dust streaks, lint and cobwebs. Special attention is to be placed on corners and edges where dust tends to accumulate

##### **Plumbing & Fixture Cleaning**

Plumbing fixtures and dispensers are clean when free of all deposits and stains so that item is left free of all streaks, smudges, film, odor and stains.

##### **Sweeping**

A properly swept floor is free of all dirt, dust, grit, lint and debris, except for imbedded dirt and grit

##### **Spot Cleaning**

A surface adequately spot cleaned is free of all stains, deposits and is substantially free of all cleaning marks.

##### **Damp Mopping**

A satisfactorily damp mopped floor is without dirt, dust, marks, debris, film, streaks or standing water.

##### **Metal Cleaning**

All cleaned metal surfaces are without deposit stains or tarnish and have a uniformly bright and clean appearance. Cleaner is removed from adjacent surfaces.

### **Glass Cleaning**

Glass is cleaned when all surfaces are sparkling without streaks, film, deposits and stains and have a uniformly bright appearance and adjacent surfaces have been cleaned.

### **Wax Removal (Stripping)**

Wax removal is accomplished when surfaces have all wax removed down to the flooring material, floor is free of all dirt, stains, deposits, debris, cleaning solution and standing water (with special attention to corners and wall edges.) Plain water rinse and pick up must immediately follow wax removal operation.

### **Scrubbing**

Satisfactorily performed when all surfaces are without imbedded dirt, cleaning solution, film, debris, stains or marks. A clear water rinse and pick up must follow scrubbing process.

### **Light fixtures cleaning**

Light fixtures are clean when all components, including bulbs and tubes, are without insects, dirt, dust, lint, film and streaks. All lenses removed must be replaced immediately. \*\*Note – Replacement of bulb is done by others.

### **Wall Washing**

After cleaning, the surfaces of all walls should have a uniform, bright and clean appearance. This includes ceilings, exposed pipes and adjacent equipment. Painted surfaces must not be unduly damaged. Hard finish wainscot or glazed ceramic tile surfaces must be bright and free of film, streaks and deposits. Cloth wall coverings shall be free of dust, spider webs and spots. Covering to be groomed with a stiff brush to give a smooth grain to the fabric.

### **Buffing of Waxed Surfaces**

All waxed areas will be buffed sufficiently for maximum gloss, removal of surface dirt and have a uniform appearance.

### **Carpet Cleaning**

Periodic cleaning of carpets shall be accomplished by an approved method as recommended by the pertinent carpet manufacturer.

### **Interior Glass**

Clean all interior glass, glass partitions, relites and mirrored glass surfaces approximately twice per month minimum but as often as needed. Clean all directories and glass fronts daily.